

ABSTRACT

A computer system and information repository is described for scheduling resources needed to perform service actions. The repository of resource information includes human resource information, reusable resource information, and non-reusable resource information. Each of human resource information, reusable resource
5 information, and non-reusable resource information includes availability information. A scheduling engine associates, based on user input, resource information with task items that need to be completed as part of performing a service action.

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